

LANGDALE

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SERVICE USER'S GUIDE

Oct-04

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Route Maps of Alverstoke/Gosport (for directing
Family and friends)

Appendix:

None attaching

A Copy of the Latest Inspection Reports (Announced and Unannounced) is held in a separate folder in Matrons Office.

You are invited to read this at your leisure, but would respectfully request that this be returned to Matrons Office, after doing so in its entirety.

“WELCOME TO LANGDALE”

Langdale is a unique place, which provides professional Nursing Care within a friendly and homely environment.

We are sensitive that your decision for the need for nursing care involves a lot of change.

It can mean giving up your home, reduced independence and moving to a place which is unfamiliar!

Langdales' staff will endeavour to make this transition as smooth as possible by welcoming you, your family and your friends.

We encourage you to express your preferences from day one.

We like residents' to feel they can make their rooms as comfortable and homely as possible with familiar items (pictures, small pieces of furniture).

You choose where you would like to take your meals, we inform you of our weekly menus and there is a daily choice of breakfasts.

Socially, we welcome you and your family and friends to take part in all activities at Langdale from taking Sunday Lunch with you, to attending one of our social events, i.e. Quiz Nights and Film Evenings etc.

Primarily though, all things are centred around you and your nursing needs; we will keep you and your family – if you wish – informed of all aspects of your care from GP visits to the need for optician and dental check-ups.

We will endeavour to promote your independence and health, physically and psychologically and will at all times involve you in this process through Care Planning.

We will act as your advocate with outside agencies to enable you to make informed choices.

We will strive to make your stay with us a positive experience.

This brochure should assist you in settling in and making the most of Langdale and its facilities.

*Becky McBride
Manager*

Introduction

Langdale Care Home - established since 1977 under the ownership of Mrs. R.E. Kelly, Mrs. B.J. Kelly and Mrs. R.E. McBride.

Our establishment consists of 5 double/shared rooms; 9 single/en-suite and 16 single rooms.

We provide nursing care for the elderly, including those who are physically disabled and the terminally ill.

In the main our resident group is over 65 yrs of age.

Where nursing circumstances demand we can admit residents under the age of 55, providing permission is agreed by the Care Standards Commission and the relevant Care Standards can be met.

Langdale is committed to professionalism, which we promote within a friendly and homely environment.

We trust that you will find this Service User's Guide informative and of course it must be read in conjunction with our full **Statement of Purpose**.

SUMMARY OF OUR STATEMENT OF PURPOSE

Philosophy of Care

Our philosophy is “resident centred”, promoting a partnership with our residents’, family and friends, with input from our staff and other visiting professionals.

The emphasis being on reflecting what is important in our residents’ life, their, own capabilities and the support that they require.

This means listening, planning and implementing, so that all parties feel valued and involved in Care Planning and working at all times to achieve individuals’ goals and aspirations.

In achieving this philosophy we are mindful of our *Residents Charter of Rights*.

Residents Charter of Rights

We provide a holistic approach to resident care within a positive, enthusiastic and professional environment.

Our Charter is based on

“Rights – Independence – Choice & Inclusion”

We aim to retain residents’ dignity and independence, irrespective of the severity of one’s physical or cognitive impairment.

- To retain their personal dignity and independence irrespective of the severity of their physical or mental infirmity.
- To have skilled, sensitive care to enable them to achieve the highest possible quality of life.
- To have social, emotional, religious, cultural, political and sexual needs accepted and respected.
- To have their personal privacy respected.
- To be consulted about daily living arrangements in the home and participate in discussions about any proposed changes to those arrangements.
- To be fully informed in and fully informed about their individual assessment of care need.
- To make informed choices about their future personal care plans.
- To have regular reviews of their individual circumstances at which they have a right to be present.
- To be fully informed of the services provided by the home and the services available from other agencies.

- To choose their own medical practitioner and dentist and to consult them in private.
- To have the same access to facilities and services in the community as any other citizen.
- To manage their own financial and personal affairs, whenever possible.
- Not to be moved without consultation.
- To have access to a formal complaints procedure and to be represented by a relative/friend or personal advisor if they so wish.

The only restrictions to the aforementioned are those legal ones, necessary to provide the level of care the residents' need, and where necessary to protect the Health and Safety of the resident, other residents and that of our staff.

Qualities of Staff

Langdales' staff work as a team, thus all our staff bring different qualities to "*the team*". This can depend on past experience and training, personality and aptitude.

Good communication skills, advocacy and empathy, and the ability to challenge "*old practices*" are qualities we look for in individuals.

Staff, need to have a willingness to study and explore new approaches to care and take ownership for statutory training such as Fire, Manual Handling and First Aid Courses.

Langdale believes in investing in personnel, which is then reflected in the quality of care we deliver to our client group.

As part of our selection process Staff References and Police checks are obtained.

Organisational Structure

Partners	Mrs. R.E. Kelly
	Mrs. Bethney J. Kelly
	Mrs. Rebecca E. McBride

Our full staffing structure is detailed overleaf...

Mrs. Ruby Kelly – Senior Partner

Mrs. Kelly is the senior partner of **Langdale**; she attends regular Management Meetings and oversees the smooth running of the business.

Rebecca McBride – CSCi/Registered Manager and Partner.

Rebecca is a first level registered nurse who trained at Queen Alexandra Hospital, Portsmouth in 1989/92. Rebecca has specialised in coronary care, medicine and Accident and Emergency Nursing. She still works occasional “Bank” shifts in casualty to maintain her acute nursing skills.

Rebecca became the Registered Nursing Manager at **Langdale** in 1999. She fosters an “**open door**” policy for any concerns and complaints, which are documented for the **CSCi** and are available for inspection by the H.C. annually.

Rebeccas’ “**ethos**” at **Langdale** is to empower both residents and staff so that everyone has a sense of ownership for **Langdale**; this then leads to a feeling of community amongst all concerned.

Pam Gell – Senior Staff Nurse

Pam Gell is a first level nurse who trained at St. Mary’s General Hospital in 1968/1972. Pam was formerly Principal Nursing Officer of Thalassa Nursing Homes Ltd. and has worked for the company for 27 years, overseeing the day to day running of their Nursing Homes and the Care Practices within, and the promotion of Health & Safety for their clients and staff until the Group sold in 2003.

Pam's experience in the needs of the elderly residents, are both comprehensive and invaluable.

Pam's main interests are in tissue viability and mental health needs of the elderly and she has an in depth knowledge of Social Services, Benefits and Registered Nursing Care funding.

Pam and Rebecca's skills compliment one another.

Yvonne Ansell – Administrator

Yvonne has worked in Finance and Commerce for over thirty years.

Yvonne is our Company Administrator. She worked for our former TNH Ltd. as Administrator and has been with us for a total of twelve years.

Yvonne executes her duties behind the scenes. Her duties involve maintaining the Company Accounts, and Personnel Records.

Yvonne provides the full systems support mechanism for **Langdale** and she works closely with Rebecca and Pam in helping them to achieve their “*goals*”.

Bethney Kelly – Domestic & Catering Manager – Partner

Bethney qualified with City & Guilds Qualifications in 1978, i.e. 7061 and 2 and a National Diploma of Professional Cookery and Advance Hygiene Certificate.

Bethney oversees the extensive maintenance at **Langdale** and is available to discuss with you over any concerns you may have about your room.

Bethney regularly liaises with the Catering staff regarding the rotation of menus.

Bethney is happy to facilitate private parties for special birthdays and anniversaries. Special dates must always be given in writing.

Registered Nurses

Registered Nurses are those nurses who have undergone a three year training to Registered Nurse standard and are Registered with the N. & M.C. (*Nursing and Midwifery Council*).

A Registered Nurse is on duty over a 24 hour period.

Their responsibility is to oversee the personal care of our residents.

They are responsible for the administration of all medication, wound management, peg feeds, catheter and stoma care, and all procedures requiring a skilled nurse, and of course to seek the advice and assistance of outside agencies where required.

Carers

Carers at **Langdale** are divided into “*room teams*”, i.e. blue, red and green. Each carer will usually work in the same team – e.g. upstairs green. Carers attend to your personal care, serve meals and facilitate your movement around **Langdale**.

The majority of carers have, or are training for the qualification of NVQ 2 & 3, or have a qualification in Health and Social Care.

We currently have staff studying for their Access to Nursing Course to enable them to commence nurse training.

You will get to know your carer in your area well and they are usually the first people you tell any of your problems or concerns.

They in turn get to know you, and are often the first to alert the Registered Nurse of any changes in your health or well being.

They can also liase with your family and friends over any toiletries or clothing that you may require, either verbally or via the Message Board in your room.

Catering Staff

The **Langdale** Kitchens are the “*hub*” of **Langdale** and are served by two Cooks, together with Kitchen Assistants who are all overseen by Bethney Kelly.

They provide home cooked meals and cater for specialist diets, i.e. diabetic, reducing, gluten free, etc., etc.

The staff will be advised on admission of your dietary preferences.

Domestic Staff

Our, domestic staff are a vital part of **Langdale**. They are available daily to clean your room and the communal areas. They are often your first point of call over any small maintenance problems concerned with your room and they in turn will alert Terry our maintenance workman.

Provision of Care

At **Langdale** we provide professional nursing care to meet your medical and nursing needs.

In accepting residents with Nursing needs, we attempt to ensure that your personal care needs are met and we place emphasis on social and psychological care, nutrition, including maintenance of peg feeds and the care of diabetes, maintenance of skin integrity, promotion of continence and maintaining your independence, however limited. We have experience in dealing with residents requiring palliative care and in the maintenance of pain control.

To help maintain a high quality of residents care we constantly access other Health Care Professionals, i.e. GP, CPN, Dental Care, Physiotherapists, Dieticians, Speech Therapists, Nutritionists, Optician, Disablement Services, Macmillan Nursing Services and The Rowan Hospice, etc. We also have regular visiting chiropody and hairdressing facilities.

GP

At **Langdale** all residents are required to register with a GP in the Gosport area.

Skin Integrity

In order to promote skin integrity and to prevent pressure sores we assess residents prior to Admission and ensure that we can offer them the appropriate Pressure Relieving Aids from Day One of Admission.

This may necessitate the use of Airflow Mattress and Gel Cushions, and regular pressure relief for clients over a twenty-four hour period.

Care Plans

Care Plans are the basis for your health and care needs. They are kept in a coloured folder in your room which corresponds to the team you have been allotted – Rooms 1 – 10 (Blue); Rooms 11 – 21 (Red) and Upstairs Green.

Our Care Plans are “*holistic*”, which means they take into account your physical, mental, social, psychological and pastoral needs. In other words, we look at you as a whole person, not just a medical condition. Care Plans are based on our assessment of you prior to your admission to **Langdale**. This was when we came to visit you in hospital or at home. This process allows us to know whether we can meet your health and care needs and if we need to purchase specialist equipment before you become a resident.

Care Plans are then written by a Registered Nurse with you to establish your care needs and to maintain your physical and mental activities and allow us to facilitate any social or religious activities you wish to pursue.

Care Plans are a dynamic document, which changes with you as your circumstances change for better or worse. Examples of issues addressed are washing and dressing; Continence/promotion and management; pain control; specific nursing actions, i.e. catheter care, peg feed regimes, moving and handling requirements and equipment, social issues and how you like to spend your day etc.

Also in your folder is a Medical Plan, which documents all the attendances by outside services – GP, CPN, Dentist, Optician, Dietician etc., etc. This then gives us a chronological history of events involving you and is a point of reference.

Nursing Assessment tools are also used and are kept in your Care Plan Folder. These are used to assess manual handling, dietary, oral and skin integrity care needs, which allow the registered nurses to access outside agencies if indicated.

Daily Report

You will notice the carers will write in your Care Plan folder regularly. This is the Daily Report and it is the Carers responsibility to document all care needs met during the day and night. This again, is a point of reference if there are any problems concerning your care.

At the front of your Care Plan folder is a personal Social Log, which we like family, friends, visiting clergy etc. to sign and comment on their visit. This in turn allows your family and friends to have a diary of who has visited, and to know how you are feeling and alerts them of any special concerns you may have involving your family.

On this log we also document any activities you have attended at **Langdale**. Again, this allows us to evaluate the service we are offering.

“THE CARE PLAN FOLDER IS CONFIDENTIAL & PERSONAL TO YOU!”

Therefore, you need to give permission to your family to access your documents. However the CSCi have an open access policy and a right to read these documents when inspecting the home. This may be necessary to ensure that your care needs are documented, or should there be a complaint or concerns regarding your care within Langdale. At this time the Care Plans may be removed from your room for photocopying (should it be

necessary for the CSCi to continue their investigations outside of Langdales' premises, when the information may be shared with other agencies for the purpose of the investigation. Likewise Visiting Healthcare Professionals may have access to your medical history and Care Plans when called upon to advise on your care needs.

NHS Funded Nursing Care (Registered Nursing Care Credits)

On admission we will apply to the Fareham & Gosport Primary Care Trust for an assessment to be carried out.

The Assessment will be carried out with the Residents consent, or that of their next of Kin. Yourself, your relatives, and/or your carers will have the opportunity to be involved in each stage of the assessment process if you wish and should you wish.

This will constitute a full and comprehensive examination of your health and social care needs carried out by a NHS registered nurse, who will be able to assess the extent of any registered nurse input required for your care, in conjunction with Matron and your personal Care Plan.

The assessment will usually fall within one of two categories, which will be either Medium or High. The assessment will usually take place within 2 – 4 weeks of your period of stay and will be paid to Langdale direct monthly in arrears.

In the case of self-funding residents, this will be credited against your agreed fees, monthly in arrears.

In the case of Authority funding, this will be paid direct to the home and will form part of the daily/weekly/monthly fee, which was agreed with the Authority from the outset.

Chiropody/Footcare

A Chiropodist/Footcare Healthcare Professional visits Langdale on a regular basis.

The Chiropodist/Footcare Specialist will have been trained through the SMAE Institute or through the NHS and is therefore qualified in the treatment of foot care and minor foot ailments such as corns.

We would encourage you to avail yourself of this service to ensure that your feet are maintained to the highest possible standards, and that any potential problems can be hi-lighted to the Nursing staff.

This service is not included in your Fees and you can either pay the Chiropodist direct, or charge it to the “*home account*” and we will bill you separately at the end of the month on your Sundries Account.

Professional Denture Cleaning

A Private Mobile Denture Hygiene Service, otherwise affectionately known to us as the “*tooth wizard*” visits Langdale approximately every, 8 – 12 weeks.

He offers a professional denture cleaning service, restoring your dentures to “*as new*” condition, no matter how neglected the dentures may be.

We encourage oral hygiene at Langdale and with the NHS dwindling resources in the private sector we feel this is an essential outside service.

Dentures are collected in plastic tubs by your Care Team and marked accordingly and given to the Technician who cleans the dentures and they are returned to you within a very short period of time in a clean condition, which is essential to maintain comfort, as well as preventing diseases of the mouth.

This service is not included in your Fees and you can either pay the Technician direct, or charge it to the “*home account*” and we will bill you separately at the end of the month on your Sundries Account.

Meal Times

At Langdale we know how important mealtimes are to you.

Mealtimes are displayed on the residents’ noticeboard thus:

Breakfast from 8.00 am to 10.30 am

Coffee time – 11.00 am

Lunch from 12.30 pm

Tea time 3.00 pm

Supper from 6.00 pm

Residents may request drinks and snacks at any time, subject of course to dietary restrictions for those on special diets.

As you can see, three main meals are offered each day Breakfast, Lunch and Supper.

Our Breakfast options are displayed in both of the Lounges and the Afternoon Staff will take your requirements for the following morning.

The weekly lunch and supper menu is also displayed in both lounges and runs for a six week cycle.

Lunch consists of a traditional home cooked main course with potatoes and two vegetables, followed by a traditional pudding and supper consists of a lighter meal and desert.

Alternatives are always available and we will liase through your carer as to your personal tastes.

We aim to provide as wide a range of foods as possible, but we are always happy to receive your menu suggestions.

Drinks are served at all meal times and may be requested at anytime.

Relatives are welcome at all meal times and are welcome to dine with you at a small extra charge, provided 48 hours notice in advance is given.

Finally, we like to cater for those special Birthdays and Anniversaries, so don't forget to tell us about them so that we can make it an extra special celebration.

*B.J. Kelly
Catering/Domestic
Manager*

Health & Safety Issues

Lifting

We have a range of specialist equipment to assist us in the “*moving and handling*” of residents.

This equipment ensures that the “*no lifting policy*” can be safely maintained.

Fire Safety

Langdale has a modern Fire Alarm system with Emergency Fire Call points situated by EXITS throughout the home.

FIRE EXIT NOTICES are situated along corridors and EMERGENCY FIRE INSTRUCTIONS ARE ADJACENT TO ALL TELEPHONES – As advised by the Hampshire Fire Department.

Staff receive instruction on day one of their “*orientation training*” in respect of Fire Prevention, Fire Drills, Evacuation and Muster points, and are further advised on how to raise the alarm.

Residents will be informed of the emergency procedure on admission to the home.

The Fire Alarms are tested weekly, every Wednesday morning at 11.00 am – the staff are expected to “*muster*” at this time. Further training is mandatory to staff twice a year and is carried out by a Fire Prevention Officer, to include Full Evacuation Procedures and Use of Fire Fighting Equipment. This ensures all staff have a knowledge of their responsibilities.

Our Fire Fighting Equipment is checked annually by a qualified Service Engineer from Chubb Fire Ltd., and a Certificate is issued.

All Smoke Alarms, Emergency Fire Alarms and Emergency Lighting is checked six monthly by a qualified Service Engineer from Mercury Fire Alarm Co. and a Certificate is issued.

Fire Retardant fabrics are used when all furniture is newly purchased and when any furniture is reupholstered.

Smoking

We operate a “*no smoking*” policy within the confines of the building.

Those residents wishing to smoke can smoke outside within the designated areas.

Nurse Call

The Nurse Call system, of which there are at least two points in every room, is to alert staff to your “*care needs*” and to be used in the case of an “*emergency*”.

PLEASE REMEMBER:- carers are busy people, and the Nurse Call system must not be abused.

Laundry

We provide a laundry service in respect of “*machine washable and machine dried*” clothing only.

We cannot facilitate the laundry of any item of clothing requiring “*hand washing or special attention require*”

Although due care will be exercised when laundering your clothing, the management will not take any responsibility whatsoever for any item of clothing during the laundry service, or indeed for any item of a delicate nature, or for items of poor wear and tear requiring the attention of our laundry service.

Labelling of Clothing

We respectfully request that all Residents clothes are appropriately labelled with “*sewn-on*” woven Nametapes bearing your personal identification. We recommend...

Cash's (UK) Ltd.
Torrington Avenue
Coventry
CV4 9UZ
Telephone 024 7646 6466
Fax 024 7646 2525

Cash's provide woven Name Tapes etc., and we would respectfully request that you avail yourself of their services, or provide adequate labelling to facilitate this request.

Again, whilst every effort will be made by our staff to ensure your labelled laundry is returned to you, again we do not accept responsibility for items, which may become lost during this process.

Should however you be missing any items, please place a notice for the attention of your Primary Care Team (which is headed by a Senior Care Assistant) on the notice-board in your room, and they will deal with the matter at the earliest opportunity.

If you (or your representative) find any clothing in your room, which does not belong to you (as can happen with unlabelled laundry), please return the items to your Primary Care Team or leave outside the Laundry Room.

GIFTS OF FOOD

Due to potential hazards, it is preferable that no HIGH RISK food items are allowed to be brought into the home, by visitors or staff, e.g. sandwiches, meat pies etc.

We have absolutely no idea how hygienically they have been made or prepared, or even stored previously.

Cross-contamination could easily occur, or items could be consumed when rife with bacteria.

We advise our visitors to bring gifts of food, which are **low risk**, i.e. fruit, biscuits, chocolates and pre-packaged fruit drinks. We will permit items such as these, but anything that needs to be kept hot, warm or chilled, cannot be permitted.

Gifts of food should also be discouraged from being given to other residents.

If required, for special occasions, our cooks will be only too delighted to bake a cake etc.

Social Aspects

Contact with Family and Friends

We have an “*open visiting*” policy, meaning any reasonable time. We do however try to discourage visiting whilst the client is washing, bathing, or in the process of going to bed. We encourage visiting at meal times as relatives may wish to assist or join you for a meal.

Visitors are reminded of the importance of *signing in and out* in the Register, which is situated in the corridor immediately outside the ground floor lounge. Furthermore, any accidents occurring on the premises must be reported to the Nurse in Charge **BEFORE** you leave so that the details can be accurately recorded in the Accident Book. These are Health & Safety requirements.

As Part of the care process, client outings with family and friends are important and can be essential to the well being of the resident. Therefore, should you wish to take an outing with your family and friends at any time, please let the care staff know who will facilitate you.

Activities

We employ an Activity Therapist who visits the home 5 days a week to focus on providing interesting activities in different formats to help ensure the Social Welfare of our residents. A monthly Newsletter of activities is placed on the Activities Notice-board and in your room.

Whilst promoting activities, we accept that an individual may have established Hobbies and Interests outside of their home and we will endeavour to facilitate these interests.

Pastoral Care

We encourage all residents who wish to practice their Religious beliefs to invite their own clergy/priest into the home for friendship, counselling, or to provide Communion.

We have access to all Religious denominations and, currently have a Priest from St. Mary's (RC) Gosport and Lay Assistants from St. Mary's Church (C of E) in Alverstoke, who visit regularly and offer pastoral care and the Reserved Sacrament to residents in their room.

Telephone Calls

Where practicable, residents will be encouraged to have their own phone installed in their rooms. They will be responsible for the Installation, Rental and all Calls. Those residents', who do not have their own phone, may receive calls and make calls on the Home Portable Phone.

Personal Allowance

We encourage clients to “*take charge*” of their own personal allowance and to encourage their family and friends to assist them where this may prove difficult. A safe is provided in your room to hold cash, although we would not encourage sums greater than £20. to be held at any time.

Those residents who do not have “*outside*” assistance to help manage their personal allowance can seek the assistance of our Administrator who will be happy to hold small sums of money in the Company Safe and she can issue you with a “request for cash dockets” for when you require funds.

Notice Boards

Notice Boards are strategically placed in the main entrance corridor.

There is an Activities Notice board, which is intended as an extension of the Monthly Activities Newsletter, and keeps you “up to date” of visits by the Library etc., and other events, which may concern you. A further Activities Notice board can be found in the main upstairs corridor adjacent to the lift.

The Management Notice board, situated alongside the Activities Notice board is our method of communication in the immediate short term, general items other than of a nursing nature.

There is a personal Notice board situated in your room (two in shared occupancies). You can of course place your favourite photo on the board and birthday cards etc.

It is also a means of communicating matters requiring attention, from and to your Primary Care Team.

Library

The Housebound Division of the Hampshire Community Library Services visit every 7 – 8 weeks. The date of their next visit will be displayed on the Residents Notice board.

Please assist the Library service by returning your book to them promptly after reading same (on no account must the books be allowed to leave the premises).

Library materials are very expensive and they need your co-operation in order for the service to continue.

Hairdressing

There is a Hairdresser who visits the home every week, and she can offer the ladies a Shampoo and Set, Blow Dry and Trim etc. Perms are usually carried out after an assessment of your hair type is determined and arrangements will be made to return on another specified day so that extra time can be set aside for this service.

Trimming for the male residents can also be carried out.

This service is not included in your Fees and you can either pay the Hairdresser direct, or charge it to the “*home account*” and we will bill you separately at the end of the month on your Sundries Account.

Wheelchairs (Privately owned)

All costs of repairs, maintenance, servicing and valeting are the responsibility of the Service User and any costs incurred, or paid for on behalf of the Service User by the Home will be passed on to the Service User.

Wheelchairs (Loans)

Wheelchairs that are loaned by the NHS to Service Users are maintained by the NHS and are therefore Free of any Charges.

Client Mail

Your personal mail will usually be distributed with your Breakfast. All mail, personally addressed is given to you, and is classed as personal and private. We do however respectfully request that all Hospital Appointments etc. be advised to the Nurse in Charge so these can be diarised and we can then ensure that those of you wishing family or friends to accompany you on

these appointments are informed and that the appropriate transport where necessary be booked.

Daily Papers

Our Administrator will be happy to arrange daily and evening papers, magazines, periodicals, etc. These are delivered to the home from our suppliers and we will arrange for you to receive these with your breakfast/supper. If you wish these to be charged to the ***“home account”*** and we will bill you separately at the end of the month on your Sundries Account.

Personal Effects

Insurance

Your personal effects are insured to the value of £500.00. There is however an excess of £50.00 in respect of any single claim and this is payable by you.

Please ask for form “Clients Register of Personal Effects” for completion in order that your personal items can be recorded on file. Please complete two copies, retaining one for yourself and one for our administration office.

Money

Our insurance Policy does not cover any personal money which may be in your possession, whilst on our premises, and we accept no responsibility whatsoever for any loss.

A combination or lockable safe is provided in your room for your own personal use and it is suggested that you use this to store any money that you may wish to keep available for your immediate personal use.

Safe combinations and keys for these safes are personal to you and should not be stored where other people can gain access.

You may feel it appropriate that you appoint a family member or friend to have access to the safe combination or key to assist you, and again this is a personal arrangement outside of our control.

We would recommend that you do not hold sums greater than £20.00 at any one time, and certainly no more than £50.00.

Should loss or theft of money occur, we will always involve the local constabulary to aid any investigation.

Jewellery

We do not recommend that large quantities of jewellery or valuables be stored in your room, bearing in mind the insured value of client personal effects (see under Insurance). Where items are deemed to be of value, we recommend that these be stored securely in your safe.

Should loss or theft of jewellery occur, we will always involve the local constabulary to aid any investigation.

Furniture

We encourage you to personalise your room with your favourite pictures and small bookshelves etc. We encourage you to bring in small items of furniture and soft furnishings, provided these meet current Safety Standards and are of Fire Retardent material. We aim to keep your room “clutter free” to enable hoists and nursing standards to be met, and therefore you will need to discuss with the Matron before bringing any large item into the home.

We regret that we do not have storage facilities for any personal effects/furniture excess to the storage facilities in your room or excess to your requirements.

Clothing

Please ensure all items of clothing are marked with your personal identification clearly (*refer also to Labelling of Clothing*).

Dying, Death and Bereavement

Dying and death are difficult subjects to discuss for some of us, but we feel it needs to be addressed by virtue of the services we offer at Langdale.

Firstly, you must be assured that we will always address issues of pain relief and your comfort to prevent any distress to you or that of your family at the end of your life.

We will always liaise with yourself, if you are able, your family and in all cases your General Practitioner on a regular basis. This allows us to carry out your wishes as to how much active treatment you may wish to receive and when you may wish to decline treatment.

Once death occurs, we feel our last service is to carry out your wishes, from your choice of funeral director, to having your family with you.

We will always treat you with respect and dignity.

We will assist and advise your family on the practicalities of obtaining the Death Certificate and general funeral arrangements.

We are ever mindful that your loved ones will be grieving and we hope we can provide some comfort at a difficult time.

During your time with us, if you ever feel you would like to discuss your feelings on death and dying, and have any special requests, please take the time to discuss it with who-ever you feel comfortable with and these wishes will be documented in your personal records.

Terms & Conditions

A Sample Contract is attached to this Service Users Guide to remind you of our Contractual Agreement.

As with this Service Users Guide, we have produced the Contract in a large format to assist you in its reading.

You should keep your original copy (signed by all parties) in a safe place.

We detail below additional salient points, however before signing this Contract you are obliged to seek clarification on any point which you may not understand.

Summary Statement of any Salient Points:

Notwithstanding your agreed Contractual Fee payable (see paragraph 5 of the Contract), as we have already explained about **NHS Funded Nursing Care (Registered Nursing Care Credits)** in an earlier paragraph, whilst we accept that for those clients who are “**self funding**” the full fee is due and payable prior to receipt of this funding and until such time as regular payment is received and that this is credited against fees due monthly in arrears.

Fees will be invoiced and are payable in full until regular Nursing Care Credits are established and we will then require that a Standing Order facility be set-up to meet the terms of the Contractual Agreement.

The daily fee/nursing care credit will be annualised to meet this obligation.

LANGDALE CARE HOME

AN AGREEMENT between Langdale Care Home

And _____ “The Resident”

Occupying Room No _____ Double/Single Room*

General Conditions

1. In this contract “Langdale Care Home”, “The Management”, “we”, “us” and “our” refer to The Management and Proprietors of Langdale Care Home.
2. “The Resident” refers to the person so named above.
3. Upon payment of the agreed fee (see paragraph 5), The Resident shall have access to all facilities of the home and the use of sleeping accommodation in a **single / twin** room*. The facilities shall include unrestricted use of communal rooms, provision of all meals, a laundry service and all necessary personal care (see paragraphs 22 – 26). All rooms will be kept clean and will be heated according to seasonal temperatures.

4. The Resident, or family, shall be responsible for payment of any, or all of the expenses incurred by Langdale during the admission process of The Resident; and for the purchase of The Resident's toilet and medical requisites (other than prescriptions); newspapers; hairdressing; chiropody; denture cleaning; personal telephone; all clothing and other items required of a luxury or personal nature; any other personal services provided by outside persons; transportation costs to and from the home; personal taxis; taxis to Opticians, Medical Centres and Hospitals either as an outpatient or inpatient and all journeys to and from any such outside service(s), and any organised activity or event advertised, and or arranged by the Home where a charge is payable.
5. The fee referred to in paragraph 3 shall be payable in advance, due to us by the 1st (first) day of each month. Which fee is inclusive of any RNCC payable.

The fee will cover all services referred to in paragraph 3, and will remain unchanged, unless two weeks notice is given in writing.

For the purposes of clearly defining the “fee”, we set out overleaf the fee payable at the time of signing this Contract, and it should be noted that any subsequent fee review will form part of this Contract

5. continued.....

FEES DUE AND PAYABLE

- **Self Funded Resident's:**

➤ The Fee due per week £_____/____

Which Fee is inclusive of any RNCC Contribution.

- **Social Services Funded Resident's:**

The agreed Fee which includes.....

➤ Payable by Social Services £_____/____
As per Social Services Contract.

➤ Payable by Client Contribution £_____/____
As determined by Social Services.
If Client Contribution is collected direct by Social Services enter NIL.

➤ Third Party Top-up £_____/____
(Enter NIL if not applicable)

➤ RNCC Contribution £_____/____
If the RNCC Contribution increases or decreases for this client, this will/will not affect the fee payable by the Client Contribution/Social Services. (Delete as appropriate)

➤ Total Fee due per week: £_____/____

6. A charge of 2% (two percent) per calendar month, or part of a calendar month will be incurred on all outstanding balances.
7. Fees will be reviewed from time to time as determined by the Management. Such increases will mainly be, but not necessarily solely, as a result of inflation and as such are accepted by both The Resident and The Management to apply annually, or as a result of statutory provisions coming into force after the date of this agreement.
8. The Fee referred to in paragraph 3, shall be based on The Resident's requirements as at the date of This Agreement, but The Management has to reserve the right to negotiate a new Fee where the Resident's circumstances change, and extra care is needed. For example, long term deterioration in health, or severe short term or acute illness.

Langdale Care Home undertakes to enlist the support of the NHS as necessary to enable The Resident to stay at our home in the event of and during long term, chronic, or terminal illness (during which they will receive the appropriate and adequate care), unless The Resident's GP recommends to the contrary.

9. Notice for either party to terminate this Contractual Agreement must be given in writing, one month before the required termination date. If the Resident leaves without the full notice, fees (at the rate pertaining on the date of departure) are required in lieu. Unused advance payments in excess of the notice period will be refunded.
10. In the event of the Resident's death, The Executors are required to pay fees at the full rate for a period of two whole days beyond the date of death, together with any client Sundries that are outstanding at that time.

The Executors may further retain The Resident's room for a maximum of two weeks beyond this period to allow time to arrange for the removal of the resident's personal effects. **All personal effects inclusive of any furniture and clothing are to be removed by the Executors.** During this time fees will be due and payable at 80% of the fees currently in force for each day that the room is unavailable for our further use.

After the maximum two week, period has lapsed, all costs incurred by Langdale Nursing Home (including Administration costs) in the removal of all, or any personal effects (as detailed above), will be charged to the Estate/Next of Kin/Nominee.

Any fees outstanding for Private Residents will be charged to their estate, and fees for those clients who receive Social Services funding, the Client Contribution payable under The Service Arrangement will be payable by their Next of Kin or Nominee.

11. The first four weeks stay shall be regarded as a trial period for the benefit of both parties, unless the stay is scheduled to last for up to four weeks in total. Then the trial period shall be one quarter of the total (i.e. seven days). During the trial period, the notice period to terminate The Agreement shall be one whole week.
12. Langdale Care Home may give notice requiring The Resident to leave the Home under certain circumstances, examples of which are detailed below...

This is not intended to be an exhaustive list.

- **Non-payment of fees.**
- **If, in our opinion, we are unable to provide the degree of care and attention required by the resident.**
- **Any circumstances that The Management deems may be seriously detrimental to the welfare of other Residents or Staff of the Home.**

- **Langdale Care Home undertakes to maintain a standard of care as required by the Commission for Social Care Inspection (CSCI) and the local County Council and that of other Health Authorities in which they enter into a Service Agreement, together with any other statutory enactment for the time being in force.**
13. Langdale Care Homes' insurance policy covers loss or damage of The Resident's property through fire and all special perils to the sum of £500. per Resident. Any item or items valued in excess of this sum which are brought into Langdale must be insured against "all risks" by The Resident on a separate Insurance Policy arranged personally by them. Our responsibility will be limited to the sum insured by us. Full details are available on request.
 14. In the event of any person having a complaint about any aspect of the service provided by Langdale Care Home, a "Complaints" procedure is displayed on our Communal Notice board and in our Service Users Guide.
 15. Residents are free to journey out alone at the discretion of The Management, or with the relative's/nominee's approval. The Management cannot be responsible for the safety of The Resident outside of Langdale Care Home, unless accompanied by a member of staff during an organised outing. It is imperative that visitors who wish to take The Resident on an excursion advise the Home's staff that they are doing so.
 16. All electrical items brought into Langdale by The Resident on admission, or during their period of stay must have an electrical safety check prior to its use.
 17. Any furniture brought in by The Resident must be inspected by our staff prior to its use as to the safety and suitability of the items concerned.

Transportation, insurance and eventual removal of such items shall be The Resident's responsibility or that of their executors.

We do not have storage facilities for any items of furniture or other personal effects, which cannot be accommodated in The Resident's Room, or for other reasons such as Health & Safety Standards.

18. We regret that Pets are not allowed in Langdale.
19. In the event of death of a Resident we promise to do our best endeavours to contact the next of kin or nominee at the earliest time.
20. Langdale Care Home promises to respect individual cultural or religious beliefs.

Care

21. All Residents will be required to undergo a full and complete Nursing Assessment before taking up residence at Langdale. Residents will be required to provide The Management on the state of their health, any treatment required, the name of their medical advisor, their next of kin, or person to be contacted in the event of an emergency.
22. There is a Nurse Call point available in every room (two in twin rooms), every toilet and in all communal rooms. Its use is primarily in the case of an emergency and should not be abused.
23. We undertake to order, take charge of, and dispense, all prescribed medication, unless otherwise desired by The Resident. The Resident undertakes not to take or use any medication without Matron's prior knowledge. The resident's right to self medicate will be made on an individual basis.

24. We will keep a record of the Resident's relevant medical information and care given, including visits by doctors, other health professionals, admission to clinics, hospitals, dentists etc.

Every effort will be made to keep all such information confidential, as will be any such medical information entrusted to them.

Precedence and Law

25. In case of dispute this Contractual Agreement shall take precedence over any contracts issued by other parties.

26. The Law of England shall govern this Contractual Agreement.

SIGNED

(The Resident / Guardian / Trustee / Other)

delete as appropriate

DATE

In the Case of Residents assisted by Social Services funding, or who receive funds from any other source whatsoever, the undersigned next of kin or nominee hereby agrees to pay any arrears which may fall due should The Resident leave suddenly or, in the case of death, such arrears which are not being met or paid by Social Services.

SIGNED

(Next of Kin / Nominee)

delete as appropriate

PRINT NAME

ADDRESS (full postal address)

TELEPHONE (*Landline No. only*)

DATE

SIGNED

For LANGDALE CARE HOME

CONTRACT DATE

This contract is not legal and binding unless all sections are completed.

Complaints Procedure

- **Langdale** is committed to providing High Standards of Care and we are always seeking to improve upon them.
- We welcome any comments, suggestions or complaints and we will endeavour to respond to them as early as possible.
- If you have any comments, suggestions or indeed a complaint, these should be addressed to the Manager – Becky McBride.
- Complaints will be treated seriously and will be dealt with as soon as possible.
- Verbal complaints will be responded to immediately.
- Written complaints will be acknowledged in writing within 48 hours. We will then investigate the complaint and you should receive a formal reply within 28 days.
- If, by virtue of the nature of the complaint it is not possible to reply within this timeframe then the complainant will be informed.
- Should we not be able to resolve the complaint satisfactorily, we will refer the same to the
- Commission for Social Care Inspection.
- You may write at any time to the Commission for Social Care Inspection (CSCi).

**Commission for Social Care Inspection
Hampshire Area Office
Overline House
Blechynden Terrace
Southampton
SO15 1GW**

**Tel: 023 8082 1300
Fax: 023 8082 1396**

*This SERVICE USER GUIDE last updated
October 04.*

*The Service User Guide will be updated regularly
as needs dictate.*

*However a full review will take place every six
months.*

*Becky McBride
Manager*

October 04